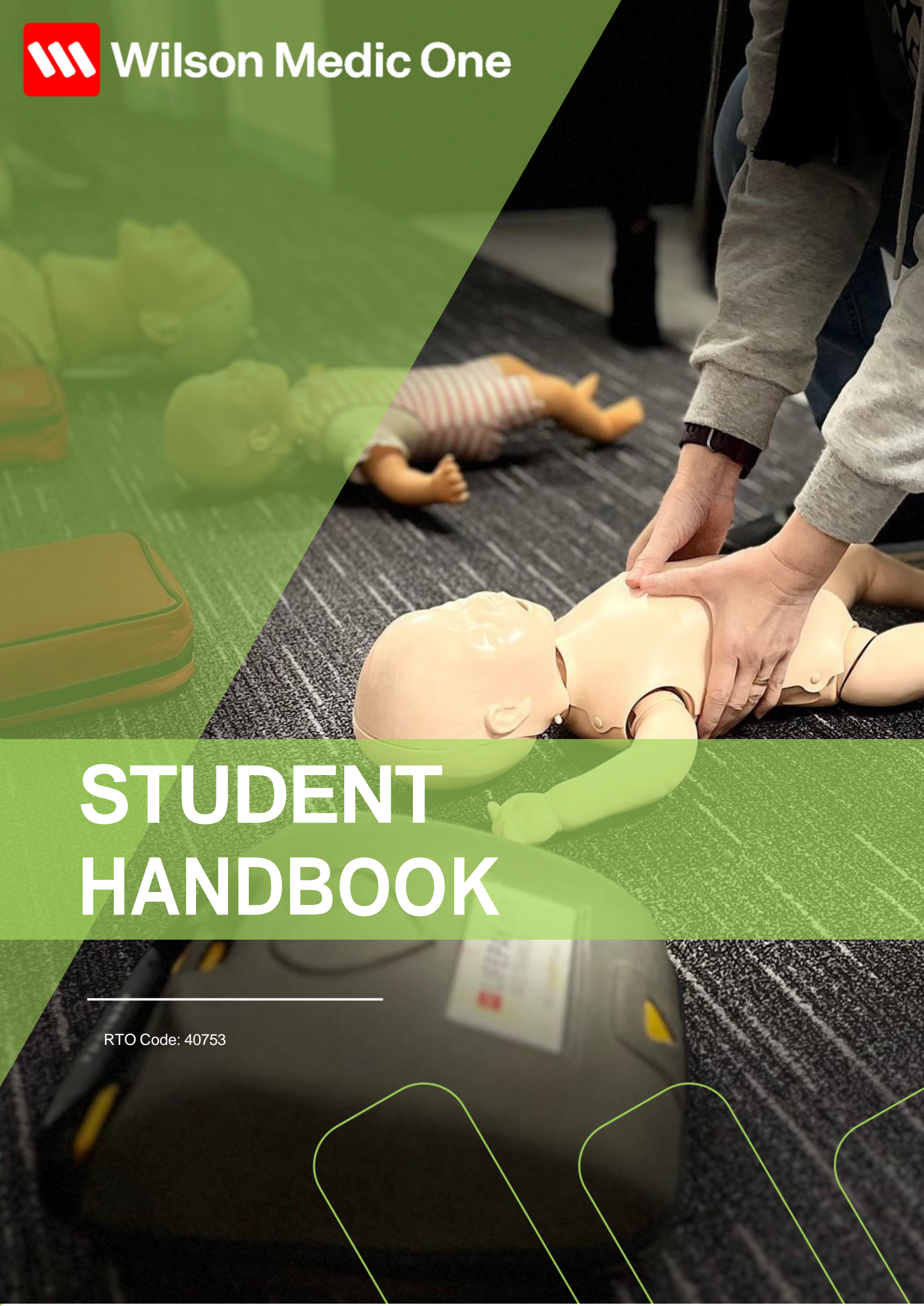




**Wilson Medic One**



# STUDENT HANDBOOK

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RTO Code: 40753



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# Introduction

Welcome to Wilson Medic One!

Wilson Medic One provides a complete health solution Australia-wide.

We are a leading provider of world-class health service training, industrial services and patient transport. Providing premium learning outcomes for all our students, our Australian Skills Quality Authority (ASQA) Registered Training Organisation (RTO No. 40753) equip our students to become the most talented and well-prepared employees in the health services industry. Our courses are delivered by highly experienced and qualified trainers.

## Provider Details

When deciding to undertake a VET qualification, it is useful for you to work out why you are thinking about the course and the training provider. The National VET Regulator, (ASQA) has some useful information regarding choosing a course and provider on the following link: <https://www.asqa.gov.au/students/choosing-course-and-provider>

<b>Name of RTO</b>	Wilson Health Pty Ltd
<b>RTO Number</b>	40753
<b>Phone Number</b>	08) 9350 9111
<b>Website</b>	<a href="http://www.wilsonmedicone.com.au">www.wilsonmedicone.com.au</a>
<b>ABN</b>	69 088 192 956

## Registration Details

Our scope of training is listed on the National Register. The link to our registration is <https://training.gov.au/Organisation/Details/40753>

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOs) 2015 which guide nationally consistent, high quality training and assessment services in the vocational education and training system.



## Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with Wilson Medic One (or one of our partners) to understand their rights and responsibilities. We want to ensure that our students have access to all the relevant information as they embark on their learning experience. This document will help them make informed decisions and help them understand how they can seek assistance when needed.

Prior to the course, you as the student should discuss with us your individual needs and therefore be able to gain educational and support services outlined in this document. This would be a great opportunity to review your existing skills and knowledge, allowing us to provide the best practice training and assessment services.

Our mission is to be a leading training provider for all Australians by providing students with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

Wilson Medic One hereby states that we undertake to act at all times in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

The contents of this handbook are accurate at the time of publication and are updated regularly. For any enquiries, please contact the Student Liaison Team by email [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au)

## Student Induction & Acknowledgement

Before you complete and sign your enrolment form, please ensure that you have read through this handbook and understand all its contents.

If you do not understand some information, we urge you to contact us on 08) 9350 9111 to speak to one of the friendly Student Liaison Team members.

By finalising, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents.

## Marketing and Advertising

Wilson Medic One ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is accurate and consistent with its scope of registration.

All Wilson medic One's promotional information and course outlines, profiles and schedules can be found on the Wilson medic One website [www.WilsonMedicOne.com.au](http://www.WilsonMedicOne.com.au)



# Nationally Recognised Training

## What is a Registered Training Organisation (RTO)?

Registered Training Organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Wilson Medic One, are recognised as providers of quality training.

## Student Protection

For your protection as a student, Wilson Medic One maintains governance across all of its operations, within its scope of operation. The CEO ensures that Wilson Medic One complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Wilson Medic One will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Wilson medic One ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from students and other stakeholders.





## Governance and Legislation

Wilson Medic One is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Wilson Medic One has recognised to having compliance responsibilities to. They also represent obligations to you as a student whilst training with Wilson Medic One or an approved Third-Party delivering training on our behalf.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Wilson Medic One take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Regulator Act 2011.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au](http://www.australia.gov.au) and [www.legislation.com.au](http://www.legislation.com.au).

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

[Work Health and Safety Act 2011](#) [Privacy Act 1988 \(Cth\)](#)

[Disability Discrimination Act 1992](#) [Age Discrimination Act 2004](#)

[Sex Discrimination Act 1984](#) [Racial Discrimination Act 1975](#) [Copyright Act 1968](#)

[Fair Work Act 2009](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Standards for Registered Training Organisations \(RTOs\)](#)







# Student Code of Conduct

When you successfully enroll in a course with Wilson Medic One, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer and assessor.

Wilson Medic One provides training services in a spirit of cooperation and mutual respect. When attending a course delivered by Wilson Medic One or by any other individual or business on our behalf, we ask that students be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- Adhere to **Workplace Health and Safety** requirements;
- Report **illegal activity** of any sort and not engage in criminal behaviour;
- Treat other students and staff with **respect and fairness**;
- Avoid discriminatory conduct on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction;
- Respect the **privacy of others** in the collection, use or access of personal information whilst undertaking studies;
- Not disclose **confidential information** concerning any matter relating to Wilson Medic One;
- Avoid **disrupting or interfering** with any teaching, learning, or other academic activity. Mobile phones are to be placed on silent. Regrettably, no filming or photography allowed;
- **Alcohol** is NOT permitted in the training environment. A student who appears to be affected by alcohol cannot attend the training.
- **te** is not permitted in and around the training environment.
- **Chewing gum** is not permitted in and around the training environment.
- **Drugs** are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.
- **Firearms and knives** cannot be brought to the training course. You must NOT bring any firearms, knives or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- **Clothing** should be neat and tidy and appropriate for performing skills and scenarios. We recommend long pants, closed-toe shoes and t-shirt. No singlets, or midriff tops.
- All **litter** to be removed following the class and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state. See your trainer for this information.
- **Theft** - As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Wilson Medic One's trainers cannot be held responsible for anything which may be stolen from training premises.
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved;



- Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion or cheating;
- Use property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;
- Do not behave in a way that would offend, embarrass or threaten others; this also applies to the use of social media outlets.

## Student Punctuality

Students should be at the course at least 15 minutes prior to the start of training. Failure to be on time may preclude you from attending or result in a transfer to another course. However, a refund in these circumstances will not be available.

## Medical Problems

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their trainer.

Wilson Medic One reserves the right to call the ambulance for assistance if you collapse and require attention.

## Mobile Phones

Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

If a staff member, trainer/assessor and or training/assessor delivering training on behalf of Wilson Medic One is unhappy or dissatisfied with the behaviour or performance of a student, the trainer/assessor or staff member has the authority to:

- Warn the student that their behaviour is unsuitable or unacceptable;
- Ask the student to leave the training venue; or
- Cancel the student's enrolment in the course without refund or acceptance into another course.

If a student wishes to provide feedback or express a complaint in relation to any disciplinary action taken, they have the opportunity by following Wilson Medic One's Complaints and Appeal Procedure.

Staff and associated individuals of Wilson Medic One are expected to maintain a professional and ethical working relationship with their fellow staff, management and students. Any breach of our disciplinary standards will be raised with the CEO or Training Manager and the appropriate action will be taken.



# Rights and Responsibilities

## Rights:

Wilson Medic One recognises that students have the right to:

- Expect the provision of high-quality training that recognises their individual learning styles and needs;
- Have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified and competent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect that Wilson Medic One will be ethical and open in their dealings, their communications and their advertising;
- Expect that Wilson Medic One will observe their duty of care to them;
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.



## Responsibilities:

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise Wilson Medic One of any changes to their address or phone numbers within 7 days.
- Providing all required enrolment information, including proof of identity where required.
- Paying of all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.
- Actively participating and monitoring your own progress by ensuring assessment deadlines are observed.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to their trainer or Wilson Medic One administration office.
- Respecting Wilson Medic One and their partner's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

**REMEMBER:** You are expected to behave appropriately always whilst you are enrolled in a course with Wilson Medic One. Your trainer reserves the right to speak with you and act if your behaviour is disruptive to the training and/or assessment process.

## Student Misconduct & Disciplinary Procedures

Wilson Medic One will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund available. Circumstances that may result in a student being asked to leave may include:

- Cheating or lying about marks or assessments;
- Impairing others freedom to pursue their study;
- Conduct that brings Wilson Medic One into disrepute or slander of Wilson Medic One
- Plagiarising material;
- Failure to comply with reasonable instruction or supervision;
- Conduct that places others at risk;
- Assault to any member of our staff or students including verbal, physical or threatening comments or gestures;
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour



- Destruction or damage to property or premises used by Wilson Medic One;
- Stealing any property or equipment belonging to a student or Wilson Medic One;
- Persistent lateness or unacceptable disruption in the classroom;
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances;
- Failure to undertake assessments as set out by Wilson Medic One;
- Behaviour that breaches the Commonwealth Privacy Amendment Act (2014);
- Criminal or anti-social behaviour.

Wilson Medic One has in place a Harassment Policy in order to create a safe environment for staff and students. The aim of this policy is to give any staff member or student who has a harassment concern, access to a fair and confidential process.

Staff and students need to be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

'Personnel' - refers to all employees of Wilson Medic One or third party delivering training on their behalf

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material

'Victimisation' - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint.

If a staff member or student feels they have been harassed in any way they should report it to the CEO, Training Manager who will initiate an investigation. The Training Manager will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.





# Student Information

## Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide.

This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you with an indication of what is in the course and the assessments required, as well as vocational outcomes.

## Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.

Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to provide Wilson Medic One with a verified USI before we can issue any certification. For further information on what a USI is and how this number will affect you please refer to the USI website: <https://www.usi.gov.au/>

## Enrolment

Enrolment and admission into some of Wilson Medic One's courses are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment. All course information is located on our website.

In the case that a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Any questions regarding prerequisites can be addressed by telephoning our Student Liaison Team on 08) 9350 9111

Upon successful enrolment, students will be provided with login details to access their individual Learner Portal.

## Course Delivery

Wilson Medic One courses may be delivered directly or by an individual or business delivering training on behalf of Wilson Medic One by way of a Third-Party arrangement. The Third-Party organisation has an agreement in place which is registered with ASQA and is authorised to deliver training on behalf of Wilson Medic One.



## Course Fees

Each qualification, unit of competency or course offered by Wilson Medic One and or a third-party delivering training on their behalf has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected course.

Course fees are set at competitive rates and will be advised prior to the enrolment in a course. These fees vary from course to course. Fees and charges are available on request by telephoning Wilson Medic One Training Support Services on 08) 9350 9111.

All fees will be paid according to the fee structure provided prior to enrolment.

It is our policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Course fee inclusions:

- ✓ All tuition;
- ✓ Support and coaching;
- ✓ Any associated student workbooks, handouts or manuals;
- ✓ Classrooms and facilities;
- ✓ Access to any specialised equipment necessary in the training.

There are no additional fees associated with your training, except for cancellation fees or replacement of resources. Students who require replacement of issued learner's resources or workbooks will be liable for additional charges to cover the cost of replacement.

## Payments

Course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

## VET Student Loan for approved course HLT51020 Diploma of Emergency Health Care

### Introduction

As an approved training provider for the VET Student Loans program, Wilson Medic One ensures that student application and selection processes are fair, equitable, and transparent based on clearly defined entry criteria to be used for student selection. The selection of students is focused on merit and fostering academic success.

The purpose of this policy is to provide a framework for the selection and admission of domestic students for approved courses and units of study, including students seeking Commonwealth assistance through the VET Student Loans program.

**There are 2 options for payment of fees for the HLT51020 Diploma of Emergency Health Care**

- **Full Fee-Paying Student** – a student enrolled in a course of study for which the provider does not receive any funding or loan from a State, Territory, or the Commonwealth about the student's enrolment in that course. The student will make payment for fees as they become due.
- **VET Student Loans** - VET Student Loans is a loan program that helps eligible domestic students pay their tuition fees for higher-level VET qualifications undertaken through an approved training provider.



**Domestic student** – a person enrolling in course of study who is an Australian citizen.

This policy supports the Higher Education Support Act 2003 (HESA), Standards for RTOs 2015, [Standards for Registered Training Organisations \(RTOs\) 2015](#) the VET Student Loans Act [VET Student Loans Act 2016](#) and the VET Student Loans Rules 2016 [VET Student Loans Rules 2016](#) or <https://www.dewr.gov.au/vet-student-loans/vet-information-students/information-vet-student-loans-students>

Following the VET Student Loans Act (2016) and the associated legislative instruments, all students wishing to apply for a Commonwealth VET Student Loan must be assessed for academic suitability to undertake a high-level VET qualification. This is a student protection measure introduced by the Commonwealth Government from 1 January 2016.

Qualifications that are eligible for Wilson Medic One to offer students a VET Student Loan can be found on the Wilson Medic One VET Student Loan Approved Course List.

This academic assessment is in addition to any entry requirements that may be required for the specific course you are undertaking. In high demand courses where there are more applicants than there are available places, there may also be additional selection criteria.

## Ways to Assess Your Academic Suitability

To apply for a VET Student Loan to cover your course fees or part of your fees, you must meet one of the criteria below and provide evidence, if applicable. The student must either:

- have completed your senior secondary certificate of education (Year 12 certificate), awarded by an Australian authority or agency. Please provide a copy when you apply to enrol. A statement of outcomes meets this requirement only if it confirms that the student received the Senior Secondary Certificate. Wilson Medic One is required to store this for five years after you enrol.  
or
- have completed an Australian Qualifications Framework qualification at Certificate IV level or above, that was delivered in English. Please provide a copy of your certificate if this was achieved at a provider other than Wilson Medic One. This may be issued by your previous provider or through the national USI Registry at <https://www.usi.gov.au/students> (for qualifications from 2015). If you have studied with Wilson Medic One, just tell us when you studied, and we can verify it for you.  
or
- undertake a Language, Literacy and Numeracy assessment using an approved assessment tool and display competence at or above level 3 in the Australian Core Skills Framework (ACSF). Wilson Medic One will advise you on how to undertake this assessment. It is free of charge. Wilson Medic One will use LLN Robot which is an online system that combines ACSF testing, course profiling and LLN Support to assess your skills. Wilson Medic One must be confident that you complete this test independently and displays the required skills.

Your RTO will inform you of your results as soon as practicable after the assessment. A copy of your results will be stored for five years after you enrol and may be provided to the Commonwealth if requested.

**If you are not able to meet any of these requirements, you will not be eligible to apply for a Commonwealth VET Student Loan.**

## VET Student Loan Eligibility

Students wishing to pay via a government student loan must be eligible and are required to complete an online Commonwealth Assistance Request Form (known as the eCAF).

To be eligible to apply for a VET Student Loan the student must:

1. Be applying for the HLT51020 Diploma of Emergency Health Care, and
2. Be an Australian citizen, Australian permanent humanitarian visa holder, or



3. New Zealand Special Visa holder who meets the **long-term residency requirements**, and
4. Be a resident in Australia for the duration of their study, and
5. Students must provide proof of their identity and provide proof of their date of birth, and
6. If a student is under the age of 18.
  - Have a Vet Student Loan parental consent form signed by a responsible parent of the student or have evidence that the student has received youth allowance (within the meaning of the *Social Security Act 1991*) on the basis that the student is independent.
7. Not have already exceeded their HELP Limit, and
8. Have a valid Unique Student Identifier (USI), and
9. Hold or have applied for a Tax File Number (TFN), and
10. Submitted a loan application form prior to the first census day, and
11. Be assessed as being academically suitable to undertake the HLT51020 Diploma of Emergency Health Care. To meet this requirement, you must do one of the following:
  - Hold a Senior Secondary Certificate of Education (Year 12) awarded by an Australian state or territory, or
  - Provide a copy of a Certificate IV level qualification or higher (providing that this qualification was delivered in English), or
  - Complete an approved online Language, Literacy and Numeracy evaluation and attain a minimum score of exit level three across all categories.

For more information regarding VET Student Loan eligibility, [Click here to view the VET Student Loans information booklet](#)

**Please make sure you notify Wilson Medic One of any changes to contact details so these can be updated in our student management system.**

## Withdrawal from HLT51020 Diploma of Emergency

For students paying for a course via a government VET Student Loan, the course will be divided into four equal lengths of time known as a Diploma Modules. Each Diploma Module will have an associated tuition fee.

Withdrawing from the HLT51020 Diploma of Emergency Health Care needs to be made in writing to us and received either on or prior to any census date for the fee period. Any fees for prior census dates will be incurred.

### **If I have accessed a VET Student Loan and no longer want to study, what do I do?**

You need to advise us in writing if you wish to withdraw from the HLT51020 Diploma of Emergency Health Care. You can do this either by email or by completing the attached form and sending it to us by email at [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au) or by post to

Wilson Medic One  
Unit 6, Level 1  
190 Abernethy Road  
Belmont WA 6104

**\*\*Notification of withdrawal from the HLT51020 Diploma of Emergency Health Care needs to be received by us no later than prior to or on the census date for the Diploma Module.**

### **Withdrawing before or on a census Date for a Diploma Module for part of the course**

If you wish to withdraw from the HLT51020 Diploma of Emergency Health Care before the Census Date of a course Module, please advise Wilson Health Pty Ltd in writing via [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au) **prior to or on the Census date** and;

- A full refund of any gap tuition fee paid to date will be refunded for the Diploma Module.
- No loan debt will be incurred for that Diploma Module and any subsequent modules



- Debt is still incurred for any prior Diploma Modules.

If a student requests to re-enrol into HLT51020 Diploma of Emergency Health Care, or part thereof, after having previously withdrawn, we require the request in writing via [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au)

### **Withdrawing after a census date for a Diploma Module for part of the course**

If you wish to withdraw from the HLT51020 Diploma of Emergency Health Care after a module census date, please advise Wilson Health Pty Ltd in writing via [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au)

- Any gap tuition fees that have been paid for that part of the course are not refunded.
- Vet Student Loan debt is incurred for the Diploma Module for the part of the course.
- Vet Student Loan Debt is incurred for any prior Diploma Modules for the HLT51020 Diploma of Emergency Health care remain.

### **Wilson Medic One closes or stops delivery of the course for any reason**

Refer to the VET Student Loan Statement of Tuition Assurance as found on our website on the 'Policies' Page  
The Tuition Protection Service (TPS) assists VET Student Loans (VSL) students whose education providers are unable to fully deliver their course of study. Please see more information at the below link

<https://www.education.gov.au/tps/vsl-students>





# VET Student Loan Frequently Asked Questions

## What is the VET Student Loans program?

The VET Student Loans program is an Australian Commonwealth Government loan program.

VET Student Loans is a payment option available for eligible students to pay their tuition fees for the HLT51020 Diploma of Emergency Health Care. You repay the Australian Government Loan when your income is higher than the minimum repayment threshold.

The government will pay the loan amount directly to Wilson Medic One and you will repay the government the loan amount (plus applicable loan fees and any indexation).

Once you take out the loan, you will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

This payment option is only available for HLT51020 Diploma of Emergency Health Care. You cannot use this payment option with any other course offered by Wilson Medic One.

Please see information at <https://www.dewr.gov.au/vet-student-loans/vet-information-students/information-vet-student-loans-students>

## How does the loan work?

The loan amount for the HLT51020 Diploma of Emergency Health Care is capped by the Federal Government at \$16,788. The fees charged by Wilson Medic One for HLT51020 Diploma of Emergency Health Care are less than the maximum loan amount. This means that you are not required to pay any additional fees directly to Wilson Medic One.

There is a loan fee equal to 20% of the amount that you borrow. Wilson Medic One does not receive the loan fee. This loan fee covers the expense of the Commonwealth Government managing the VET Student Loans program.

Loans do not attract interest but are indexed annually. It's important that you understand your obligations when taking out a VET Student Loan. Further details are available on the Study Assist website and in the VET Student Loans information booklet. [Click here to view the VET Student Loans information booklet](#)

**It is important that you understand that the loan will remain a personal debt until it is repaid to the Commonwealth, and the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary, and may reduce the student's borrowing capacity.**

**You may wish to seek independent financial advice before applying for a loan.**

Wilson Medic One has divided each intake of the HLT51020 Diploma of Emergency Health Care into four equal calendar periods known as Diploma Modules each Diploma Module is a 'Fee Periods'. Each Fee Period has a set fee.

Each Diploma Module/Fee Period has a date known as the 'Census Day' A date by which enrolment may be cancelled without incurring tuition fees for the course or a part of the course. If you change your mind regarding continuing to study the HLT51020 Diploma of Emergency Health Care, **you can withdraw on or before a Census Day and you will not incur any payment liability for that Diploma Module/Fee Period** or any subsequent Fee Periods. **Any liability incurred from previous Diploma Modules/Fee Periods will remain.**

Wilson Medic One will confirm your census days in writing and the amount you will be required to pay for each Diploma Module/Fee Period. The census days will vary depending upon the course intake, the units of competency which you are required to complete, and any other personal factors which will affect the duration of your course.

Each Census Day is scheduled so that it is at least 20% of the way through the applicable Diploma Module/Fee Period. Wilson Medic One will also issue an invoice notice to you prior to each census day. In addition, within 28 days after the census day, we will issue a Commonwealth Assistance Notice (CAN) to confirm the loan amount that you have incurred.

All Census Days are published on the Wilson Medic One website.

## Am I eligible to take out the loan?

To be eligible to pay for your HLT51020 Diploma of Emergency Health Care via VET Student Loan, you must meet the eligibility criteria set out in the VET Student Loans information booklet. [Click here to view the VET Student Loans information booklet](#)



The following is a summary of the requirements, and you should read the booklet for full details. You must:

1. Be applying for the HLT51020 Diploma of Emergency Health Care, and
2. Be an Australian citizen, Australian permanent humanitarian visa holder, or New Zealand Special Visa holder who meets the long-term residency requirements, and
3. Be a resident in Australia for the duration of your study, and
4. Not have already exceeded your FEE-HELP Limit (if you have previously accessed government student loans), and
5. Have a valid Unique Student Identifier (USI), and
6. Hold or have applied for a Tax File Number (TFN), and
7. Submitted a loan application form prior to your first census day, and
8. Be assessed as being academically suitable to undertake this course. To meet this requirement, you must do one of the following:
  - Provide a copy of your Senior Secondary Certificate of Education (Year 12 certificate) as awarded by an Australian State or Territory, or
  - Provide a copy of a Certificate IV qualification or higher (providing that this qualification was delivered in English), or
  - Complete the ACER online Language, Literacy and Numeracy (LLN) evaluation and attain a minimum score of exit level three across all categories.

And Wilson Medic One believes that you have the competence to undertake the qualification based on our interactions with you and your prior experience.

### **What do I need to provide to Wilson Medic One?**

You will need to provide to us evidence of your Australian citizenship and evidence of your academic suitability.

### **What is an approved course?**

To be an approved course your course must be:

- specified on the VET Student Loans (Courses and Loan Caps) Determination 2023
- lead to a qualification of diploma, advanced diploma, graduate certificate or graduate diploma in the Australian Qualifications Framework, and
- be provided by an approved course provider, and
- be delivered by an approved course provider or an entity registered with TEQSA or approved by the Department to deliver the course.



## Who is an approved course provider?

VET Student Loans providers have been approved by the Department of Education and Training to offer VET Student Loans to students studying an eligible course. An approved course provider list is available online. [Click here for a list of VET Student Loans approved course providers](#)

## What is the approved Course list and what is a cap?

VET Student Loans are only available for approved courses at the diploma, advanced diploma, graduate certificate and graduate diploma level that are specified on the courses and loan caps determination. [Click here for the VET Student loans 2023 Course List and Loan Caps](#)

This course list will be reviewed and updated annually by the Australian Government.

The courses and loan caps determination specify the courses for which VET Student Loans may be granted; sets the maximum loan amounts for those courses; and provides for the annual indexation of the maximum loan amounts.

Approved course providers may charge tuition fees for courses in excess of the loan cap amount. Some providers may offer courses that cost more than what the cap amount has been set for a course. In these cases, students must fund the difference between the amount that the provider charges for a course and the amount being covered with the VET Student Loans.

## How much can I borrow with VET student loans?

For 2023, the HELP loan limit is **\$113,028** for most students. This amount is adjusted on an annual basis.

## What is a gap fees?

Gap fee is the difference between the VET student loan amount and course cost. The student is responsible for paying this to the provider. Wilson Medic One does not have any gap fees as our course costs for HLT51020 Diploma of Emergency Health Care are lower than the loan cap amount for that qualification.

## What is a loan fee?

A loan fee of 20% applied to VET student loans for full fee-paying students. This is in addition to the course fee for the HLT51020 Diploma of Emergency course fee of \$12,500 the 20% loan fee for the Diploma is \$2500 on top of the course fee, for a total of \$15,000.

## What is a Census Date?

The census day for a course, or a part of a course, is the last day you can:

- complete the eCAF to apply for a VET Student Loan for your course or
- withdraw your enrolment without incurring a debt for the course or part of the course.

Every part of a course has its own census day so that you incur debts as you progress through your course, and not for the whole course at the beginning. Every course must have at least three census days spread reasonably evenly throughout your course. Your provider is required by law to publish census days.

## What is a progression report?

Students are required to complete a Progression form issued by Wilson Medic One in the eCAF system. The progression report indicates that you are a genuine student. Progression reports need to be completed within 2 weeks of being received.

Please note the Department of Employment and Workplace relations will contact students to verify their enrolment in the HLT51020 Diploma of Emergency Health Care.



## When do I have to start repaying the VET student loan?

You must start repaying your debt to the Australian Taxation Office (ATO) through the taxation system once your repayment income is above the compulsory repayment threshold. The repayment threshold for the 2023-2024 income year is \$51,550. This repayment threshold is subject to change on an annual basis.

## Wilson Medic One closes or stops delivery of the course for any reason

Refer to the VET Student Loan Statement of Tuition Assurance as found on our website on the 'Policies' Page  
The Tuition Protection Service (TPS) assists VET Student Loans (VSL) students whose education providers are unable to fully deliver their course of study. Please see more information at the below link  
<https://www.education.gov.au/tps/vsl-students>

## How much will my repayments be?

The amount you repay each year is a percentage of your income. The percentage increase as your income increase, so the more you earn, the higher the repayments will be. It is important that you understand that the loan will remain a personal debt until it is repaid to the Commonwealth, and the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity.

You may wish to seek independent financial advice before applying for a loan.

Please see below links for more information regarding repayment of your Vet Student Loan

<https://www.studyassist.gov.au/paying-back-your-loan/loan-repayment> <https://www.ato.gov.au/Rates/HELP,-TSL-and-SFSS-repayment-thresholds-and-rates>

The current repayment rates for the 2023-2024 income year are:

2023-2024 Repayment threshold	Repayment % rate
Below \$51,550	Nil
\$51,550 - \$59,518	1.0%
\$59,519 - \$63,089	2.0%
\$63,090 - \$66,875	2.5%
\$66,876 - \$70,888	3.0%
\$70,889 - \$75,140	3.5%
\$75,141 - \$79,649	4.0%
\$79,650 - \$84,429	4.5%
\$84,430 - \$89,494	5.0%
\$89,495 - \$94,865	5.5%
\$94,866 - \$100,557	6.0%
\$100,558 - \$106,590	6.5%
\$106,591 - \$112,985	7.0%
\$112,986 - \$119,764	7.5%
\$119,765 - \$126,950	8.0%
\$126,951 - \$134,568	8.5%
\$134,569 - \$142,642	9.0%
\$142,643 - \$151,200	9.5%
\$151,201 and above	10%

These repayment rates are subject to change on an annual basis.

## Can I pay off my debt sooner?

Yes, you can make a voluntary repayment to the Australian Tax Office (ATO) at any time and for any amount. Voluntary repayments are in addition to the compulsory repayments made through your tax return.



See below link for making voluntary repayments to the ATO

<https://www.ato.gov.au/Individuals/Study-and-training-support-loans/Voluntary-repayments>

### **What happens if my provider is unable to fully deliver the approved course?**

The Tuition Protection Service (TPS) assists VET Student Loans (VSL) students whose education providers are unable to fully deliver their course of study. Please see more information at the below link

<https://www.education.gov.au/tps/vsl-students>

### **VET Student Loan Re-Crediting a FEE-HELP Balance**

A Student who is, or would be, eligible for a VET Student Loan and has requested VET Student Loan Assistance, who withdraws from a Diploma Module on or before the census date will not incur a VET Student Loan debt for the tuition fees for that Diploma Module.

Students who have requested VET Student Loan Assistance who remain enrolled after the published census date will incur a VET Student Loan debt for the Diploma Module in which they are enrolled. A Student who withdraws from a Diploma Module after the published census date for that Diploma Module will incur a VET Student Loan debt for that Diploma Module.

Students may find they have to withdraw from their studies after the census date or have been unable to complete their studies due to certain special circumstances.

Students in this situation may apply to have their VET Student Loan balance re-credited.

[VET information for students - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://www.dewr.gov.au)

### **Definitions**

**The Act:** Refers to the VET Student Loans Act 2016 [VET Student Loans Act 2016](#)

**Census Date:** The census day is the last day on which you can withdraw from part of a course without incurring tuition fees. You must defer, withdraw, or cancel your enrolment in writing according to your course provider's published processes before the census day or you will still incur a VET Student Loan debt for that fee period. A census date is a published date set by the provider, no earlier than 20% of the way through a Diploma Module/Fee Period. A census day is the last day on which you can complete and submit an eCAF in order to access a VET Student Loan for that part of your course. It is a good idea to complete and submit your eCAF as soon as you can.

**Tuition Fees:** Fees paid for a VET Student Loan Diploma Module that is approved for VET Student Loan and applies to Students who are or would be entitled to VET Student Loan assistance under section 9 of the Act.

**Diploma Module:** A VET Student Loan Diploma Module approved for VET Student Loan that a student may undertake with the provider, for which the student may access VET Student Loan assistance to pay for all or part of their tuition fees.

**The Department:** The Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003 and the VET Student Loans Act 2016.

**HELP Balance:** Higher Education Loan Program debt owing to the Commonwealth Government. The HELP Balance includes all educational loan programs including VET Student Loans, FEE-HELP and HECS-HELP.

Wilson Health Pty Ltd ensures that there will be no victimisation or discrimination of students making an application for the re-crediting of the students Fee-Help balance.

### **Re-crediting a HELP balance because Special Circumstances**

Students who withdraw from a Diploma Module after the published census date, or fail to complete a Diploma





Module, may apply to have their HELP balance re-credited with respect to the Diploma Module if they believe special circumstances apply in accordance with the following procedures.

### **Special Circumstances**

If a student withdraws from a Diploma Module after the published census date for that Diploma Module, or has been unable to successfully complete a Diploma Module, and believes this was due to special circumstances, the student may apply to have their HELP balance re-credited for the affected Diploma Module/s.

Wilson Medic One will re-credit the Student's HELP Balance if it is satisfied that special circumstances apply where:

- these circumstances were beyond the student's control; and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the student to complete the requirements for the Unit in the period during which the student undertook or was to undertake the Unit.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon, or abnormal to be considered special circumstances.

Wilson Medic One will also have regard to the following when determining special circumstances.

- whether a student could do enough private study, attend training sessions and other activities to meet the course requirements.
- whether the student could complete any assessments or demonstrate competency
- whether the student could complete any other requirements arising because of the student's inability to do the above

Wilson Medic One may have regard to the following when determining special circumstances:

- Medical circumstances of the student
- Circumstances that relate to the student personally or the student's family
- Circumstances relating to the student's employment

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET Student Loan assistance; or
- a student's incapacity to repay a VET Student Loan debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances)

### **Process for re-crediting a HELP balance**

Each application for re-credit of a Student's HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Wilson Medic One's Training Manager is the designated officer responsible for the assessment of a student's request for a re-credit of their HELP balance due to special circumstances and for the initial decision regarding the request.

A student must apply in writing to:

**Wilson Medic One**  
**Training Manager**  
**Unit 6**  
**190 Abernethy Road**  
**BELMONT WA 6104**

Within 12 months of the census date, or if the student has not withdrawn, within 12 months of the specified completion date of the Diploma Module.

Wilson Medic One has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to



substantiate the claim.

The application for re-crediting a HELP balance must include details of the:

- Diploma Modules for which a student is seeking to have a HELP balance re-credited and
- special circumstances as referred to above, including supporting documentation.

Wilson Medic One will consider each application within 28 days of receipt of the application. It will consider each request to re-credit a HELP balance in accordance with the requirements of Part 6 of the Act – re-crediting HELP balances. Applicants will be notified in writing of the decision within 28 days.

The Secretary of the Department may re-credit a student's HELP balance in relation to special circumstances if a provider:

- is unable to act or being wound up or has been dissolved, or
- has failed to act and the Secretary is satisfied that the failure is unreasonable.

### **Re-crediting a student's HELP balance because of unacceptable conduct**

Students may apply to the Secretary of the Department for their HELP balance to be re-credited under Section 71 of the Act. Section 71 allows for the Secretary to re-credit a student's HELP balance if:

- the provider or a person acting for the provider engages in unacceptable conduct in relation to the student's application for a VET Student Loan, or
- the provider fails to comply with the Act, or an instrument of the Act and the failure has adversely affected the student.

Applications for re-crediting under Section 71 of the Act must be made within 5 years of the census date of the VET course, unless the Secretary allows a longer period.

### **Review of Decisions**

Where Wilson Medic One decides not to re-credit a Student's HELP balance that decision may be subject to review.

If a student is not satisfied with the decision made by Wilson Medic One, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision.

The application for review must:

- be made within 28 days of receipt of the original decision.
  - include the date of the original decision.
- state fully the reasons for applying for the review and include any additional relevant evidence

Application must be made to

Wilson Medic One  
Chief Executive Officer Unit 6  
190 Abernethy Road  
Belmont WA 6104

The Chief Executive Officer is the designated Review Officer of any decisions relating to a request for re-crediting of a HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days: and
- inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.



The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the student.
- provide written notice to the student of the decision, setting out the reasons for the decision;
- inform the student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

### Reconsideration by the Administrative Appeals Tribunal

At the time of the original decision, and at the time of the subsequent review decision, the student will be notified of their review rights and responsibilities. The relevant officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

Full details of the application process and fees payable are available on the AAT's website at [www.aat.gov.au](http://www.aat.gov.au).

An application fee may have to be paid in the amount of \$1082. (From 1 July 2023 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

Details of closest AAT office:

**Level 13,  
111 St Georges Terrace  
Perth WA 6000**

**Telephone: 1800 228 333**  
**Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)**

The Secretary of The Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, The Department will notify Wilson Medic One that an appeal has been lodged. Upon receipt of this notification from The Department, the Review Officer will provide The Department with copies of all the documents that are relevant to the appeal within ten business days.



## Wilson Medic One Census Dates 2023-2025

Intake Date	DIPMOD1 Start	Census Date	DIPMOD1 End	DIPMOD2 Start	Census Date	DIPMOD2 End	DIPMOD3 Start	Census Date	DIPMOD3 End	DIPMOD4 Start	Census Date	DIPMOD4 End
2023												
9/01/2023	9/01/2023	18/01/2023	23/02/2023	24/02/2023	7/03/2023	7/04/2023	8/04/2023	17/04/2023	22/05/2023	23/05/2023	1/06/2023	7/07/2023
6/02/2023	6/02/2023	15/02/2023	20/03/2023	21/03/2023	30/03/2023	5/05/2023	6/05/2023	15/05/2023	20/06/2023	21/06/2023	29/06/2023	4/08/2023
6/03/2023	6/03/2023	15/03/2023	20/04/2023	21/04/2023	1/05/2023	4/06/2023	5/06/2023	13/06/2023	19/07/2023	20/07/2023	31/07/2023	4/09/2023
3/04/2023	3/04/2023	12/04/2023	17/05/2023	18/05/2023	29/05/2023	2/07/2023	3/07/2023	12/07/2023	17/08/2023	18/08/2023	28/08/2023	30/09/2023
1/05/2023	1/05/2023	10/05/2023	15/06/2023	16/06/2023	26/06/2023	30/07/2023	31/07/2023	9/08/2023	15/09/2023	16/09/2023	26/09/2023	31/10/2023
29/05/2023	29/05/2023	7/06/2023	13/07/2023	14/07/2023	24/07/2023	30/08/2023	31/08/2023	11/09/2023	17/10/2023	18/10/2023	27/10/2023	2/12/2023
26/06/2023	26/06/2023	5/07/2023	9/08/2023	10/08/2023	21/08/2023	24/09/2023	25/09/2023	3/10/2023	8/11/2023	9/11/2023	17/11/2023	23/12/2023
24/07/2023	24/07/2023	2/08/2023	8/09/2023	9/09/2023	18/09/2023	23/10/2023	24/10/2023	2/11/2023	8/12/2023	9/12/2023	6/10/2024	23/01/2024
21/08/2023	21/08/2023	30/08/2023	5/10/2023	6/10/2023	18/10/2023	20/11/2023	21/11/2023	29/11/2023	4/01/2024	5/01/2024	17/01/2024	19/02/2024
18/09/2023	18/09/2023	27/09/2023	29/10/2023	30/10/2023	8/11/2023	14/12/2023	15/12/2023	27/12/2023	29/01/2024	30/01/2024	7/02/2024	14/03/2024
16/10/2023	16/10/2023	25/10/2023	30/11/2023	1/12/2023	13/12/2023	15/01/2024	16/01/2024	25/01/2024	1/03/2024	2/03/2024	11/03/2024	16/04/2024
6/11/2023	6/11/2023	15/11/2023	20/12/2023	21/12/2023	29/12/2023	3/02/2024	4/02/2024	12/02/2024	18/03/2024	19/03/2024	28/03/2024	3/05/2024
4/12/2023	4/12/2023	13/12/2023	18/01/2024	19/01/2024	31/01/2024	4/03/2024	5/03/2024	13/03/2024	18/04/2024	19/04/2024	29/04/2024	2/06/2024
2024												
8/01/2024	8/01/2024	17/01/2024	22/02/2024	23/02/2024	4/03/2024	6/04/2024	7/04/2024	15/04/2024	21/05/2024	22/05/2024	27/05/2024	6/06/2024
5/02/2024	5/02/2024	14/02/2024	19/03/2024	20/03/2024	2/04/2024	4/05/2024	5/05/2024	15/05/2024	19/06/2024	20/06/2024	28/06/2024	3/08/2024
5/03/2024	5/03/2024	14/03/2024	18/04/2024	19/04/2024	29/04/2024	2/06/2024	3/06/2024	11/06/2024	17/07/2024	18/07/2024	29/07/2024	1/09/2024
2/04/2024	2/04/2024	11/04/2024	15/05/2024	16/05/2024	27/05/2024	30/06/2024	1/07/2024	10/07/2024	15/08/2024	16/08/2024	26/08/2024	30/09/2024
29/04/2024	29/04/2024	8/05/2024	12/06/2024	13/06/2024	21/06/2024	27/07/2024	28/07/2024	6/08/2024	11/09/2024	12/09/2024	16/09/2024	26/09/2024
27/05/2024	27/05/2024	5/06/2024	11/07/2024	12/07/2024	24/07/2024	26/08/2024	27/08/2024	5/9/2024	11/10/2024	12/10/2024	21/10/2024	26/11/2024
24/06/2024	24/6/2024	3/07/2024	7/08/2024	8/08/2024	19/08/2024	22/09/2024	23/09/2024	1/10/2024	6/11/2024	7/11/2024	15/11/2024	21/12/2024
22/07/2024	22/07/2024	31/07/2024	5/09/2024	6/09/2024	16/09/2024	20/10/2024	21/10/2024	30/10/2024	5/12/2024	6/12/2024	17/12/2024	20/01/2025
19/08/2024	19/08/2024	28/08/2024	3/10/2024	4/10/2024	14/10/2024	18/11/2024	19/11/2024	28/11/2024	7/01/2025	8/01/2025	17/01/2025	22/02/2025
16/09/2024	16/09/2024	25/09/2024	30/10/2024	31/10/2024	11/11/2024	15/12/2024	16/12/2024	27/12/2024	30/01/2025	31/01/2025	10/02/2025	15/03/2025
14/10/2024	14/10/2024	23/10/2024	28/11/2024	29/11/2024	9/12/2024	12/01/2025	13/01/2025	22/01/2025	27/02/2025	28/02/2025	10/03/2025	11/04/2025
4/11/2024	4/11/2024	13/11/2024	18/12/2024	19/12/2024	30/12/2024	2/02/2025	3/02/2025	11/02/2025	17/03/2025	18/03/2025	27/03/2025	1/05/2025
25/11/2024	25/11/2024	4/12/2024	8/01/2025	9/01/2025	20/01/2025	23/02/2025	24/02/2025	4/03/2025	7/04/2025	8/04/2025	16/04/2025	22/05/2025

Students who defer their study time will be notified of amended census dates on an individual basis.



## Student Fee Guarantee

Wilson Medic One holds a term deposit for qualification courses (i.e. Certificate II, III, IV and Diploma) for protection of student course fees that are paid in advance for a training course.

The intent of this is to ensure that mechanisms are in place to protect the student's investment and provide access to funds or a comparable course acceptable to the student at no additional cost, in the event that the RTO (Wilson Medic One) ceases to operate or is unable to provide the services outlined in the contract with the student.





## Refund Policy and Cancellation

When an applicant accepts a place offered by Wilson Medic One and pays the fees, it means a binding contract is created between the student and Wilson Medic One. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Wilson Medic One.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment for qualification courses more than 20 business days prior to the commencement of a program and 5 business days for Statement of Attainment courses, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment fees less than the above prior to the commencement of a program will forfeit their deposit and/or prepaid Statement of Attainment course fee. The amount retained by Wilson Medic One is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training. Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.
- For those accessing the VET Student Loan, please refer to page 16

There is no charge for a student to transfer to another course with Wilson Medic One. If Wilson Medic One cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by the CEO in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid within 14 days from the time the student gave written notice to cancel their enrolment. Monies will be refunded to the original payment method used during the purchase.

Note: If for any reason Wilson Medic One is unable to fulfil its service agreement with a student, Wilson Medic One must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

## Guarantee of Training

Wilson Medic One reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Wilson Medic One reserves the right to change course fees, dates, content, trainers, or method of presentation at its discretion.

Wilson Medic One undertakes that in the event we are unable for any reason to deliver training that has been paid for in full, we will refund the course fees or make alternative arrangements.

## Workplace Health and Safety (WHS)

The safety of staff and clients is of primary importance. Wilson Medic One observes all WHS legislation. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS



requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Workplace Health and Safety requirements. As a student you have obligations to complete your training in a safe manner and promptly report any injuries or harassment to your trainer or Wilson Medic One administration.

Wilson Medic One is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. We encourage all workplace students to regard accident prevention and working safely as a collective and individual responsibility.

Wilson Medic One recognises its corporate responsibility under the WHS Acts and regulations. Students as well as trainers and assessors share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.

This includes to:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into the training - WHS performance.

## Equipment

Any equipment that is not working, including electrical equipment should be reported to your trainer as soon as possible. Electrical work should only be performed by trained personnel.

## Incidents/Accidents

All incidents and accidents should be immediately reported to your trainer. An Incident Report Form may be required to be completed.

## First Aid

In the event of a student requiring first aid, a trainer or First Aid Officer will administer first aid and the student must complete an Incident Form. If medication is required, students will be referred to their own GP or nurse for professional medical advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

## Induction & Fire Safety

Housekeeping responsibilities will be explained at the beginning of the course. Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight and is mandatory information.



## Manual Handling

While some courses will require a certain level of physical ability in order to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity, always bend the knees and keep the back straight when picking up items. If you have experiences back problems in the past do not attempt to lift heavy objects at all, ask for assistance from someone else.

## Access and Equity

Access and equity policies are incorporated into all operational procedures. Wilson Medic One prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender;
- Physical, intellectual or psychiatric disability, or any organism capable of causing disease;
- Pregnancy;
- Sexual orientation or preference;
- Race, colour, nationality, ethnic or ethno-religious background;
- Age;
- Marital status;
- Socio-economic factors.

Our training programs are designed, and wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all students. We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to learners of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.



Any issues or questions regarding access and equity can be directed to the Training Support Team email [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au)



# Privacy Policies and Notices

## Wilson Medic One's Privacy Policy

Wilson Medic One takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988. The [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#) (Privacy Amendment Act) made many significant changes to the [Privacy Act 1988](#) (Privacy Act). The main change is that all businesses that collect or handle personal information will be required to comply with a new set of Principles, the [Australian Privacy Principles](#) (APPs) as of 12 March 2014.

In our operation as a Registered Training Organisation (RTO) we are required to collect certain information by external agencies such as the National VET Regulator and other licensing bodies to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request. The Privacy Notice at Schedule 1 of the National VET Data Policy explains these requirements, which can be accessed through: <https://www.education.gov.au/privacy-notice>.

The Privacy Notice as at Schedule 1 of the VET Data Policy is provided in this document. It is current as of February 2023

The relevant Privacy Principles are summarised as:

**Collection** - We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

**Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose.

**Data quality** - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

**Security** - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Wilson Medic One will only use or disclose personal information about a student for a purpose other than the primary purpose of collection (a 'secondary purpose') if:

1. the secondary purpose is related to the primary purpose of collection and the student would reasonably expect to use or disclose the information for the secondary purpose, or
2. Wilson Medic One reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety, or
3. Wilson Medic One has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, or
4. the use or disclosure is required or specifically authorised by law.





Notwithstanding the above, Wilson Medic One is prohibited by law from releasing a student's personal information to third parties, including members of their family without that individual's prior written consent

## Photography Privacy

We recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premise's owner or manager, as well as from the students themselves.

If you have concerns about how Wilson Medic One is managing your personal information, we encourage you to inform our staff and discuss your concerns.

Under the Privacy Act 1988 (Privacy Act) you have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Student Data

Under the Standards for RTOs 2015, we are required to capture student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information in regard to themselves and their enrolment. It is the student's responsibility to ensure they inform us of any change of personal details in writing within seven days of the change occurring.

This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information in regard to the following data: who the student is, where they study and what they study.

We are also required to confirm the identity of the student enrolling into the course. This may involve requesting copy of photo ID or other documents that will verify the student ID.

Please Note: Enrolment into a course will not be confirmed unless the required student data and proof of ID has been collected and confirmed.

## Records Management

All course paperwork is scanned and entered into our Learner Portal. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server.

Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.

## Accessing your Records

Students have access to personal records upon written request to the Training Support Team email [info@wilsonmedicone.com.au](mailto:info@wilsonmedicone.com.au)

A Request for access to Student Records Form is available for this purpose, or to allow access to records by a third party.

In all cases Wilson Medic One will require proof of identity to protect the privacy of all client information. Student assessment records are only retained by Wilson Medic One for the legislated minimum timeframe of 6 months as per the ASQA General Direction on Retention requirements for completed student assessments.



Students are obligated to keep Wilson Medic One informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details, they are fully responsible.



# National Centre for Vocational Education Research Ltd (NCVER) Privacy Notice

Privacy Notice as at Schedule 1 of the VET Data Policy is provided below.

## Why we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact your RTO.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your





personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact Wilson Medic One to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## Complaints and Appeals

Wilson Medic One understands that on occasion there may be instances of student dissatisfaction. We welcome the opportunity for improvement through receiving feedback from a dissatisfied party so that a resolution can be found and an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol into a course with Wilson Medic One or Third-Party delivering training on behalf of Wilson Medic One.

Wilson Medic One has a Student Complaints and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

### What is a Complaint?

A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a student which has not been resolved locally. A complaint may be received by Wilson Medic One in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

If the complainant chooses to submit their complaint in writing, this can be completed via one of the following methods:

- Email to Wilson Medic One's Training Manager
- Post - Attention to the Training Manager

190 Abernethy Road, Belmont, 6105

Wilson Medic One have also made available a Complaints Form if the complainant wishes to submit their complaint in this format. This can be downloaded from our website under the student section.

In all cases, acknowledgement of receipt of a complaint will be provided in writing to the complainant within forty-eight (48) hours.

### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. This includes decisions made by Wilson Medic One or a third-party providing services on our



behalf. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Wilson Medic One within twenty-eight (28) days of the student being informed of the assessment decision or finding.

## Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint and Appeals Handling

Wilson Medic One applies the following principles to its complaints and appeals handling:

- A written record of all complaints is to be kept by Wilson Medic One, including all details of lodgment, response and resolution. Wilson Medic One will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- All parties involved in the allegations will be informed and provided an opportunity to present their case.
- The handling of a complaint is to commence within seven (7) working days of the lodgment of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgment of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where Wilson Medic One's CEO considers that more than 60 calendar days are required to process and finalise the complaint, the complainant must be notified in writing, including reasons why more than sixty (60) calendar days are required. As a benchmark, Wilson Medic One will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of Wilson Medic One and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.
- Wilson Medic One shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Wilson Medic One representative will disclose information to any person without the permission of Wilson medic One's CEO. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.
- Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.



## Review by an Independent Person

Wilson Medic One provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances, Wilson Medic One's CEO will advise of an appropriate party independent of the RTO to review the complaint (and its subsequent handling) and provide advice to Wilson Medic One in regard to the recommended outcomes.

## Review by External Agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Wilson Medic One, they are to have the opportunity for a body that is external to the RTO to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Wilson Medic One may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Consumer Protections office.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.
- Complaints can also be lodged directly with the National VET Regulator the Australian Skills Quality Authority via their website at the following link: <https://www.asqa.gov.au/complaints>

The National VET Regulator (Australian Skills Quality Authority – ASQA) is not able to act as an independent third party for review of complaints or appeals on assessment decisions and cannot act as an advocate for an individual student. Where the complainant seeks an external/independent review, any costs associated with that review process shall be borne by the complainant.



# Training and Assessment Information

## Student Learning Needs

Wilson Medic One aims to identify and respond to the learning needs of all students as soon as practicable to maximise the chances of our students successfully completing their training. Students are encouraged to express their views about their learning needs at all stages of their learning experience.

We want to help students identify their learning needs through the enrolment and induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

It is our intention that all trainers are to identify learning and assessment needs of their students and provide access to the required support through their training.

This may include providing support through:

- LLN support;
- Assistive technology or equipment;
- Additional tutorials including online tutorial support;
- Email and telephone support where required;
- Other mechanisms, such as assistance in using technology.

Support may be provided directly by Wilson medic One staff or through arrangements with a third party. Support strategies will be developed in consultation with the student and where any support offered attracts an additional cost to the student, Wilson Medic One will inform the student and seek approval prior to referral.

Again, these strategies provide staff with the required student-based information for use in designing quality training.

## Reasonable Adjustment

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

To ensure flexibility and fairness in assessment, Wilson Medic One makes reasonable adjustments to qualifications and units/clusters to ensure that all students are accommodated and that no unnecessary barriers exist to their ability to demonstrate competence.

Wilson Medic One recognises that some people are better suited to learning via alternative teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

Wilson Medic One respect these differences among students and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written



assessment will not be interpreted as a sign of incompetence provided the student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the student and the assessor.

Wilson Medic One staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Wilson Medic One can offer, they will be referred onto an appropriate external agency. The student will be made fully aware of associated costs prior to referral.

In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

## Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards for RTOs, Wilson Medic One provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is RPL?

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

## Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled. Students are required to indicate their intention to apply for recognition upon their registration into the course.
- Students may not apply for recognition for units of competence or a qualification which are not included in Wilson Medic One's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Wilson Medic One reserves the right to verify the authenticity of all certification with the issuing RTO
- Assessment via recognition is to apply the principles of assessment and the rules of evidence



- Recognition may only be awarded for whole units of competence.

## Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience. Most importantly, it should be noted that recognition is just another form of assessment.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team.

The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- ✓ Work records;
- ✓ Records of workplace training;
- ✓ Assessments of current skills;
- ✓ Assessments of current knowledge;
- ✓ Third party reports from current and previous supervisors or managers;
- ✓ Evidence of relevant unpaid or volunteer experience;
- ✓ Examples of work products;
- ✓ Observation by an assessor in the workplace;
- ✓ Performance appraisal; or
- ✓ Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence.

Wilson Medic One reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence. If further evidence is required, then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

The outcome may be that we can:

- Provide the qualification based on the material supplied.
- Provide the qualification subject to some form of assessment, but without classroom attendance.
- Provide partial recognition of the course and thereby reduce the classroom and assessment process leading to course completion.

Fees will be charged for the RPL service and will be discussed when you approach Wilson Medic One to determine the requirements that will need to be supplied. Fees may vary by course and must be paid at the time of application. The responsibility of providing complete and accurate documentation is a student responsibility.



## Credit Transfer

Credit Transfer is available to all students enrolling in Wilson Medic One courses on our scope of registration.

### Credit Transfer/National Recognition?

This is the recognition of learning achieved through formal education and training where there is a current equivalent unit on training.gov.au. Under the Standards for RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded. Administration fees associated with this process will be advised prior to the assessment of the material.

### Evidence Requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Wilson Medic One. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original with consent to verify the qualification/s provided with the issuing organisation.

Wilson Medic One reserves the right to validate the authenticity of any evidence provided by you. This may require a Wilson Medic One staff member to contact the issuing RTO for confirmation that the evidence provided by you is authentic and valid.

### National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled. Students are required to indicate their intention to apply for recognition upon their registration into the course.
- Students may not apply for national recognition for units of competence or qualification which are not included in Wilson Medic One's scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.
- Wilson Medic One reserves the right to verify the authenticity of all certification with the issuing RTO.
- Students will be informed in writing of the outcome of their application.

### Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a student is deemed as "Not Yet Satisfactory" in any unit, they will be provided with further attempts to demonstrate competency. This should be within one month of the initial assessment. Timing and location of the re-assessment attempt must be negotiated with your trainer.

The trainer should provide the student with relevant feedback on the areas that need further work. For further





information, refer to the re-assessment process outlined below.

## Qualified Trainers and Assessors

All Wilson Medic One's trainers and assessors have long and valuable industry experience as well as demonstrated vocational experience in delivering training and assessment as required under ASQA Standards for Registered Training Organisations (RTOs).

Individuals involved in the delivery of training and/or evaluation of student assessment materials are required to comply with the principles of assessment and rules of evidence as described in Clause 1.8 of the Standards for Registered Training Organisations when involved in the learning and assessment process.

Wilson Medic One ensure that all of our trainers and assessors will have as a minimum, the following combination of:

- The necessary training and assessment competencies as stated in the Standards for RTOs;
- Relevant vocational competencies at least to the level being assessed;
- Demonstrated current industry skills and knowledge;
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles;
- Current working with Children Check or National Police Check.

Approved Trainers and Assessors will:

- Adhere to Wilson Medic One's Facilitator Guides and timeframes governing the delivery of training and assessment activities for each course of study in which a student is involved;
- When required provide support to students to assist with queries during the learning process;
- Provide timely and accurate feedback to students relating to their assessment tasks;
- Keep accurate and secure records of student assessment results;
- Provide accurate data relating to the student's assessment results and progress through the learning process; and
- Report on a student's progress and results clearly, concisely, open and honest, focusing only on information of relevance to the student's progress and assessment outcomes.

## Statement of Authorship (Plagiarism)

All assessment materials, including but not limited to: homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work.

Plagiarism is using someone else's work and pretending it is your own work. Failing proper acknowledgement of the origin, source, or ownership of material is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual (or individuals if an assessment has been assigned as part of a group exercise).

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer or others. Submitting an assessment that is a result of a 'joint effort' where the task is required to be completed individually is deemed collusion and is unacceptable.

Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and



opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enroll in the relevant unit/s.

Trainers/Assessors may verify authentic assessment in the following ways:

- ✓ Student confirmation and declaration (assessment summary sheet completed);
- ✓ Workplace supervisor verification;
- ✓ Additional verbal questions given to students on a random basis;
- ✓ Comparison of work style and quality for all work undertaken.

The signed student declaration in each unit of competency is a declaration by the student that all work contained therein is the student's own work.

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Where cases of plagiarism are identified trainer/assessor will refer matters to the Training Manager to investigate and action.

## Assessment Processes

Units of competency can be assessed on the same day of delivery, or afterwards depending on the mode of delivery. Units of competency delivered by mode of face-to-face for example is likely to be assessed on the same day as delivery.

## Rules of Evidence

Wilson Medic One will ensure our assessment tools meet the **Rules of Evidence**:

- ✓ **Validity** - The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- ✓ **Sufficiency** - The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- ✓ **Authenticity** - The assessor is assured that the evidence presented for assessment is the learner's own work.
- ✓ **Currency** - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Principles of Assessment

Assessment approaches will be in line with the **Principles of Assessment**:

- ✓ **Fairness** - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- ✓ **Flexibility** - Assessment is flexible to the individual learner by:



- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

- ✓ **Validity** - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:
  - Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
  - Assessment of knowledge and skills is integrated with their practical application;
  - Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
- ✓ **Reliability** - Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## Assessment Methods

Wilson Medic One uses a combination of assessment methods. Some of the methods may include:

- ✓ **Observation:** where the student will be observed performing a series of tasks a number of times to determine their competency.
- ✓ **Verbal question and answers:** when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- ✓ **Written assessment:** In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- ✓ Other methods include case studies, projects, essays, video tasks, logbooks and third-party reports.

All assessment tasks must consider any language and literacy issues, or cultural issues related to the task. Once satisfactory performance is achieved in all the performance criteria for a unit candidate will be marked

- C for Competent; or
- If not yet deemed competent - NYC for Not Yet Competent until a re- assessment takes place;

Wilson Medic One do not provide job or work placements as part of the course delivery unless specified in your course information.

## Assessment Completion Timeframes

Completion timeframes for courses vary depending on which course you are enrolled in. Please refer to the course specific information on our website for the completion timeframe of each course. Wilson Medic One will provide written confirmation of your timeframe and expected completion date upon registration.

Applications for extension to completion timeframes must be made in writing to Wilson Medic One for review. Please email [student@WilsonMedicOne.com.au](mailto:student@WilsonMedicOne.com.au) and detail the circumstances surrounding your request for an extension. You will receive a response in writing within 7 days of your request



## Re-assessment

Students who are deemed 'Not Yet Competent' for an assessment task, must be allowed two (2) further attempts. No additional fees will be charged.

### Stage 1: Student deemed 'Not Yet Competent'

- Students who are deemed to be 'Not Yet Competent' are to be provided with information identifying the areas where they failed to achieve competency.
- Students can repeat the assessment task as soon as can be practically arranged, ideally, on the same day of the course.
- Where possible, the student will be reassessed on the day of the course. If the student is deemed 'Satisfactory' after the additional attempts, the final outcome of the assessment is captured as 'Competent'.

### Stage 2: Student deemed 'Not Yet Competent'

- Students who are deemed 'Not Yet Competent' after two (2) attempts, the final outcome will be recorded as 'Not Yet Competent', and the assessor must provide information identifying the areas in which they failed to achieve competency.
- If required, the student can be provided with a Judgement Record, indicating the tasks they were deemed to be 'Competent' and 'Not Yet Competent'.
- The student should be re-enrolled in the course to undertake the required gap training and assessment. The training and assessment may include the complete knowledge and skills component of the course, or just the areas/topics where the student has demonstrated gaps in their knowledge.
- The student must participate in a new assessment task within two (2) future course intakes. An administration fee may be charged to cover the cost of supplying new resources if required. This remains at the discretion of the Training Manager.
- If a student is deemed 'Competent' for the assessment tasks previously deemed 'Not Yet Competent' and all assessment requirements are met, the student must be marked as 'Competent'.
- If a student is again deemed 'Not Yet Competent' for a second attempt, they will be offered to re-sit the entire course. If they continue to be deemed 'Not Yet Competent', we will sit with the student to determine if they want to make future attempts or withdraw from the course. Should a student withdraw from the course, a Statement of Attainment will be issued for any components they were deemed 'Competent'.

### Appeals process:

- Appeals process - If a student is found 'Not Yet Competent' after re-assessment, they may wish to appeal the decision. The appeals policy and procedures are available on request.

## Marking of Assessments

Assessors aim to mark assessments within 28 days of receipt of submission where practicable. Students will be notified where this timeframe cannot be met for any unforeseen reason.

## Assessment Feedback

Assessors will provide students with feedback where further evidence is required. Feedback will be provided to the student in a prompt timeframe and during practical assessment where required.

## Issuance of Awards

On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed



fees the student owes to Wilson Medic One or the partner organisation have been paid, students will be issued with the appropriate Certification within 30 days of completion of the training course.

On completion of delivery of the course, trainers will submit all course paperwork to Training Support Services for course processing and quality checking. On successful course completion, students will be issued with an Award which can be downloaded and printed from their Learner Portal.

All qualifications and statements of attainment will be issued by Wilson Medic One and will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

Qualifications and statements of attainments must be issued according to the student's legal name as provided when creating their Unique Student Identifier (USI). For Certification to be re-issued under a new name, relevant evidence supporting the change of name will be requested. In addition to this, the students name will need to be updated in the USI system in order for the new certification to be issued.

Wilson Medic One will maintain data of all qualifications/statements of attainment issued for a period of thirty (30) years.

## **Testamur/Award**

To be eligible for a Qualification (e.g., Certificate or Diploma) a student must have successfully completed and achieved competency in all the required course work and assessments as set out in the course outline.

## **Statement of Attendance**

Statements of attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training (e.g., skills only).

## **Superseded Units/Qualifications**

It is the aim of Wilson Medic One to ensure that students have every opportunity to undertake the most current unit of competency or qualification. When a Training Package (unit of competency/qualification) is superseded, Wilson Medic One will ensure all students are either supported to complete the course in which they are enrolled or will transfer them to the current training product within twelve months.

As soon as is practical after the endorsement of the new training package, Wilson Medic One will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies and advertising materials. Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.

During this transition period particular attention will be given to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.

## **Student Feedback**

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response.

Successful students will also receive an email advising that their Certificate has been processed and giving the opportunity to respond with any additional feedback they may have regarding their training experience. We do listen and we do act on your suggestions for improvements.

Feedback is also encouraged at any time by emailing [student@WilsonMedicOne.com.au](mailto:student@WilsonMedicOne.com.au)



## Quality Assurance

Wilson Medic One is responsible to effectively monitor training and assessment delivered on our behalf to ensure it meets the Standards for RTOs.

As a part of our quality assurance processes at Wilson Medic One, you may be contacted by a member of Wilson Medic One staff and requested to complete a survey to gather feedback on the delivery of our courses. You are not required to complete these surveys and may refuse at any time if contacted by Wilson Medic One.

## Industry Consultation

Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs.

Wilson Medic One liaises with industry representatives in an effort to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth.

Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

## Validation

Wilson Medic One ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.



Assessment tasks and course results are moderated which means results and assessment decisions made are reviewed to determine whether the tool is providing consistency and reliable outcomes.

## Student Services and Support

### Language, Literacy and Numeracy (LLN) Support

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Wilson Medic One will:

- ✓ Assess a student's language, literacy and numeracy skills prior to or on enrolment to ensure they have adequate skills to complete the training. This may be in the form of a self-assessment;



- ✓ Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- ✓ Provide clear information to students about the details of the language, literacy and numeracy assistance available. Wilson Medic One generally recommend the LLN training courses provided by DEWR.
- ✓ Refer students to external language, literacy and numeracy support services that are beyond the support available within Wilson Medic One and where this level of support is assessed as necessary; and
- ✓ Negotiate an extension of time to complete training programs if necessary.

Wilson Medic One will always work in consultation with the student to ensure the appropriate nature and level of support is provided. If any external support attracts an additional cost to the student, Wilson Medic One will inform the student of those costs prior to the support being arranged.

All delivery, assessment and instruction are carried out in English unless otherwise stated.

There may be the opportunity available for you for 'reasonable adjustment' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

## Welfare and Guidance Services and Client Support

If you experience a problem with your course, you should immediately speak with your trainer or the Wilson Medic One Head Office (Phone 08 9350 9111) who can help you find the assistance you need. Some examples of support that may be arranged may include:

- Mentoring;
- Disability Support;
- Telephone/email learners support;
- Personal Counselling;

## Disability supplement

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question in the enrolment.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

**Hearing/deaf** - Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

**Physical** - A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

**Intellectual** - In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

**Learning** - A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning





disabilities but do not by themselves constitute a learning disability.

**Mental illness** - Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person’s usual pattern and level of functioning.

**Acquired brain impairment** - Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

**Vision** - This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

**Medical condition** - Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn’s disease, cystic fibrosis, asthma or diabetes.

**Other** - A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

# Working with Persons Under 18 Years of Age

Unless otherwise specified, students under 18 years of age may enroll with Wilson Medic One.

In some cases, our courses cannot be delivered to persons under the age of eighteen (18) years of age due to specific industry age restrictions or site requirements. Please ensure you have spoken with one of our staff members prior to enrolling.

The RTO will comply with all relevant State and Federal legislation in the area of working with children.



# Thank You and Congratulations!

Thank you for choosing Wilson Medic One as your preferred training provider.

We trust that you will enjoy your learning journey with us, and we look forward to receiving your feedback to help us improve.

If you have any further questions, please telephone us on 08 9350 9111 as we will be only too happy to answer your questions and assist you to make the right decisions.